

**Technology Customer Council Conference Call
Minutes of September 14, 2004**

D r a f t

Present: Steve Mosena, Greg Wright*, Leon Schwartz*, Rich Jacobs*, Erv Fett*, Marv Van Haaften*, Joel Lunde (for Cynthia Eisenhower)*, Gary Nichols*

Absent: Lee Tack, Carl Martin, Gerry Bair, Larry Murphy, Steve Gast (ex-officio)

Guests: Judy Peters, Mollie Anderson, John Gillispie*, Linda Plazak, Kit Krogmeier, Sharon Sperry, Lori McClannahan, Lorrie Tritch, Diane Van Zante

Steve Mosena, Chair, called the meeting to order. It was noted that a quorum of members was present.

1. Review and Approve Minutes - Steve Mosena

Rich Jacobs moved approval of the July 13, 2004 meeting minutes. Greg Wright seconded the motion. An oral vote was taken, approving the minutes as written.

2. DAS Director Update - Mollie Anderson

There was a newspaper article about I/3 recently. While it was factual, it did not present all the facts that we would have hoped. The Department of Administrative Services (DAS) is being careful about its contract oversight responsibilities. DAS also participated in a legislative hearing on I/3 and discussed the issue of an I/3 rate in a couple of different settings. DAS' plan is still the same; there will not be a rate increase in FY06. If the Legislature concurs, Pooled Technology funds will cover the increased cost of I/3. The Information Technology Council rated I/3 as their top project. Cindy Eisenhower and Mollie are committed to getting as many of the Pooled Technology projects funded as possible. The Information Technology Council ranked the proposed projects in the following order:

- 1) I/3 - Integrated Information for Iowa (Enterprise-wide)
- 2) Electronic Tax Administration (Dept. of Revenue)
- 3) Enterprise Data Warehouse (Enterprise-wide)
- 4) I-Parole/ICON Integration (Corrections/Parole Integration)
- 5) Upgraded Billing System (Dept. of Administrative Services)
- 6) Iowa Corrections Offender Network (ICON)
- 7) HIPAA Security and Other IT Support (Dept. of Human Services)
- 8) Iowa Seamless Resource Center (Dept. of Elder Affairs)
- 9) PBX Upgrade (ICN)

In the past, the Legislature has traditionally not fully funded all the projects. DAS is listening more carefully to its users and is working hard to make decisions about the next phase of I/3. Mollie believes we have made substantial progress and that the system is much more reliable than it was at first. Each of the customer councils has completed the rate setting process. DAS is working diligently on billing redesign; customers should see a prototype letter on that in the next week. Mollie encouraged council members to submit any

comments via the DAS customer satisfaction survey. The interim customer council is in the process of being established. Mollie announced the proposed slate of members, as follows:

Large Agencies:

John Baldwin, DOC (GSE Customer Council)

Steve Mosena, DHS (ITE Customer Council)

Medium Agencies:

Roger Stirler, DE (HRE Customer Council)

Rich Jacobs, DOR (ITE Customer Council)

Small Agencies:

Charlie Smithson, Ethics Board (GSE Customer Council)

Penny Westfall, ILEA (HRE Customer Council)

Union Representative:

Carl Martin, AFSCME (ITE Customer Council)

Judicial Representative:

Peggy Sullivan (GSE Customer Council)

3. Elect Vice Chair - Steve Mosena

The Technology Customer Council still needs to elect a Vice Chair. Steve Mosena nominated Greg Wright. Marv Van Haaften seconded the nomination. Hearing no other nominations, an oral vote was taken, unanimously selecting Greg as the Vice Chair.

4. I/3 Update and I/3 User Groups Update – Sharon Sperry, Lori McClannahan

Lori talked about the new ongoing support structure that Mollie has implemented for I/3. In the new structure, Lori has been named the I/3 Program Manager. The Program Manager advocates for the users, helps address issues identified by the users, track incidents, and oversees business process redesign. At present, Lori is putting together a list of user issues. Subject matter experts will be hired for each functional area; they will work with user groups to help prioritize issues. User groups will assist in prioritizing subject matter modifications/requests. Data warehouse issues will be part of each specific user group. There will be a “show and tell” list for the data warehouse; the idea is that if someone has already created a report, everyone else can take advantage of the work that’s been done rather than reinventing the wheel. A newsletter will be started in the near future to improve communication with users.

HR and Payroll Implementation - The existing I/3 project team will be implementing the HR/Payroll portion of I/3. Sharon Sperry will continue to be the project director and will be responsible for coordinating the project efforts with the State Accounting Enterprise. She will be working closely with Lori, Calvin McKelvogue, and Nancy Berggren and will also oversee separate technical teams for both ongoing support and the project team. Mollie asked council members how they felt I/3 was working. Steve Mosena stated that the excess up time had improved dramatically. Ery Fett mentioned that IWD had been making headway on the cost allocation and that they had made a lot of progress. He still hears concerns about the vendor file, but with no specifics. This is the area that was of the greatest concern to the Oversight Committee. If users continue to have problems with the vendor file, please let DAS know and give as many specifics as possible. Please feel free to call Lori McClannahan at 242-0176 with any questions, comments, or concerns.

5. Interim Customer Council – Mollie Anderson covered this topic earlier. Steve Mosena added that selecting members who have already gone through the start up process in their respective customer councils is a very positive factor.
6. Next Meeting Date and Agenda Items - Steve Mosena
The next regular meeting date is Tuesday, October 12.

There being no further business, a motion was made and seconded to adjourn the meeting. An oral vote was taken and passed. The meeting adjourned at 1:29.

* Participated by phone